

Deborah Liu  
1374 Delaware Street  
Berkeley CA 94702

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Via ECFS  
Marlene H. Dortch, Secretary  
Federal Communications Commission  
445 12th Street, S.W.  
Washington, D.C. 20554

**Re: In the Matter of USTelecom for Forbearance Pursuant to  
47 U.S.C. Section 160(c); WC Docket No. 18-141; Category 1**

Dear FCC,

I have been forced to use tier one ISPs previously and found that despite paying for business-class services, my speeds were slow, prices high, and customer service frustratingly slow and complicated. Trying to cancel services required me to submit an informal complaint to the FTC before I was able to actually cancel and get an adjustment for paying for services not rendered.

I am so thankful to be a customer of Sonic's Fiber service. The installation was easy, customer service is incredibly responsive, prices are cheaper, and most importantly, my speeds are much higher and access is much more reliable. The latency and buffering for streaming services is virtually non-existent, compared to when I had Comcast and we were nearly unable to use our Netflix subscription.

Competitive, smaller broadband players are integral to the ecosystem and challenging incumbents to invest in innovative technology, better customer service, and competitive pricing models.

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